



Inspection Report on

Cartref Station Road

**85-91 Station Road
Cardiff
CF14 5UU**

Date Inspection Completed

12/10/2022

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About Cartref Station Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartref Limited
Registered places	53
Language of the service	English
Previous Care Inspectorate Wales inspection	17 December 2020
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People enjoy living at Cartref Station Road and have positive relationships with the care staff who support them. Staff understand the needs of the people they care for and do so with kindness and patience. Care documentation is thorough, robust and provides good information about people's lives as well as their care needs. Documents are reviewed regularly to ensure they are current, and staff work closely with external health professionals. People have opportunity to engage in a range of activities on offer and are supported to maintain relationships with friends and family. Care staff enjoy working at the service and feel well supported and valued, but improvements are required to staff training, and formal supervisions need to take place as a priority. There are policies and procedures in place for the running of the home and the Responsible Individual (RI) has oversight of the service. There are processes in place to monitor the quality of care being delivered at the service. The environment is warm, clean, and well maintained with safety checks completed as and when required. People have ample communal space to use as they wish, and their own bedrooms

Well-being

People are treated with dignity and respect. Care staff have positive relationships with the people they care for and have a good understanding of their needs and how they prefer their care to be delivered. Staff provide care with kindness and patience and ensure that people are as independent as possible. Personal plans of care outline people's likes and dislikes and contains detailed history of people's lives, which enables staff to have a good understanding of the people they are care caring for. People's views are sought as part of quality-of-care reviews and the RI engages with people during visits to the service. Referrals are made to external professionals without delay.

People have autonomy of their lives. People have their own personal routines and make their own decisions on how to spend their time. People are involved in the assessment of their needs, where possible, and are at the centre of care planning and review processes. There is a choice of activities on offer at the home and people are also encouraged to receive visits from family and friends. People are offered a choice of nutritious meals and can access snacks and drinks as they wish. People have their own single bedrooms which are personal and offer privacy and space when required. People are given information about the service they can expect to receive and have access to independent advocacy. There is a complaints processes in place and the manager has an open-door policy if staff or residents need to raise any issues.

People are protected from abuse and harm. Cartref Station Road has a safeguarding policy in place and the manager understands legal requirements regarding caring for vulnerable people. Referrals are made to the Local Authority safeguarding team when required. Staff receive training in the safeguarding of adults at risk of abuse, but the provider needs to make improvements to ensure all staff are up to date with all required training at the service. Staff supervisions need to be completed as a matter of urgency. Pre-employment checks are completed before employment commences and there is a system in place to renew Disclosure and Barring Service (DBS) certificates every three years. Safety checks of the building are completed when required and there is a fire risk assessment in place.

Care and Support

People get the right care at the right time. Care staff understand the needs of the people they care for and can anticipate the needs of people who cannot do this themselves. Care staff levels are sufficient to meet the needs of people using the service. We saw that people receive care without delay and call bells are answered timely. Personal plans of care clearly outline people's needs and how they should be met and are accompanied by risk assessments when necessary. Documents are reviewed regularly and kept current which is important as these documents guide staff on how to provide people's care. We saw evidence that referrals are made to external professionals without delay and any advice or guidance is added to personal plans. Medication processes within the home are safe and robust. Medication is stored safely and administered in line with prescription. Medication Administration Record (MAR) charts contain required information and are signed by staff when medication is administered.

People have choice and control over their lives. People have their own personal routines and decide when to get up in the morning, when to go to bed at night and how they spend their time in between. Cartref Station Road employs an activity co-ordinator who organises daily activities and encourages people to partake if they wish. We were able to see a varied choice of activities on display including bingo, quiz, arts and craft and church service, and we saw photographs of past social events that people have enjoyed. The hair salon was open on the day of inspection and three people using the service told us that they enjoyed having their hair done. Visiting to the home has been resumed and people are supported to maintain relationships with friends and family. People we spoke with told us that they like living in the home and one person said, "*the staff look after us perfectly*". We observed the lunch time experience and saw that people have a choice of nutritious meals which are displayed in the home, and we were told that there is also further choice if people don't want any of the menu options. One person told us "*The food is delicious*". We observed a staff member assisting someone to eat their lunch. The staff member did so with kindness, patience and communicated very well so the person knew what they were eating and when.

Environment

People live in an environment that is suitable to meet their needs. Cartref Station Road is in a suburb of Cardiff that benefits from local amenities and good transport links. The home is warm, welcoming, and decorated nicely throughout. There is evidence of good cleaning within the home, and we did not detect any malodour within the home during inspection. There is lots of communal space throughout the home including large and small lounges, dining areas and a hair salon. This extensive space enables people to spend time together, on their own if they prefer and space to receive visitors privately. People also have access to pleasant, safe outdoor space with garden furniture to enable people to spend time outdoors comfortably. All bathrooms and toilet facilities within the home are in good working order and contain equipment to maintain people's safety and promote independence. People have their own single bedrooms which they are free to access as they wish. Bedrooms are warm, clean, spacious and people are encouraged to make their rooms as personal and homely as possible.

People can be confident they live in a safe environment. On arrival to the service, we found the main entrance secure, and our identification was checked before we were permitted entry. The home is clutter free and hazards have been removed as far as practically possible. The flooring is suitable for people to use walking frames safely. There are windows restrictors in place and harmful chemicals are stored securely. The home benefits from a lift that enables people to move between floors safely. Checks to the building including gas and electricity safety testing take place as required and there is a fire risk assessment in place. All residents have a Personal Emergency Evacuation Plan (PEEP) in place which is important as this document guides staff on how to evacuate people in the event of an emergency. Fire alarms and emergency lighting are tested regularly.

Leadership and Management

People are supported by staff who are safely recruited, but improvements are required to staff training and supervisions. We examined a selection of staff personnel files and found that they contained all required information. Pre-employment checks including references and DBS certificates are applied for before employment commences. These checks are important as they determine a person's suitability to work with vulnerable people. Staff feel well supported at Cartref Station Road, but we noted that formal supervisions are not being completed in line with regulatory requirements. This was an area for improvement at the last inspection and so we have advised the provider that immediate action is required. We viewed the training matrix in place and saw that several staff are overdue training for a few required courses relevant to the roles they undertake. The provider advises this is an issue following the pandemic, but they are working to resolve it. We did not find any impact on people due to this issue but have advised the provider that this is an area for improvement, and we expect action to be taken.

People benefit from the leadership and management in place. Cartref Station Road has a manager who is registered with Social Care Wales, the workforce regulator and an RI who has oversight of the service. There are policies and procedures in place for the running of the service which are updated annually, and staff need to sign to confirm they have read the updated policies. Safeguarding referrals are made to the Local Authority when required and application are made to the Deprivation of Liberty Safeguard (DoLS) team when people lack capacity to consent to living at the service. These processes ensure that placements are lawful. Quality of care reviews take place regularly which includes the views of people living at the home and staff who work at the home. The RI visits the service in line with regulatory requirements. People are given information about the service they can expect to receive which includes how to complain if they are not happy with the service. There have been no formal complaints to the service since the last inspection. Staff we spoke with told us they are happy working at Cartref Station road; one person said, *"I am really happy here, I love my job and the residents"* and another person said, *"I feel well supported and like the manager"*.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
36	Supervision of staff – Regulation 36 (2(c)) This was because staff did not have supervision at least every three months. This was already raised at the last inspection and not remedied since.	Not Achieved

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
34	A number of staff are overdue refresher training in all aspects of the care they deliver.	New
	Health and safety– Regulation 57 This was because staff did not consistently check functionality of fire safety features such as fire doors, alarms and emergency lights.	Achieved
	Safe storage of medicines - Regulation 58 (2(b)) This was because staff were not consistently undertaking fridge and room temperature checks. This was already raised at the last inspection and not remedied since.	Achieved
	Fire safety – Regulation 59 Schedule 2 Part 1(6) This was because staff did not undertake regular fire drills. This has already been identified at the last inspection and not remedied since.	Achieved

Date Published 30/11/2022